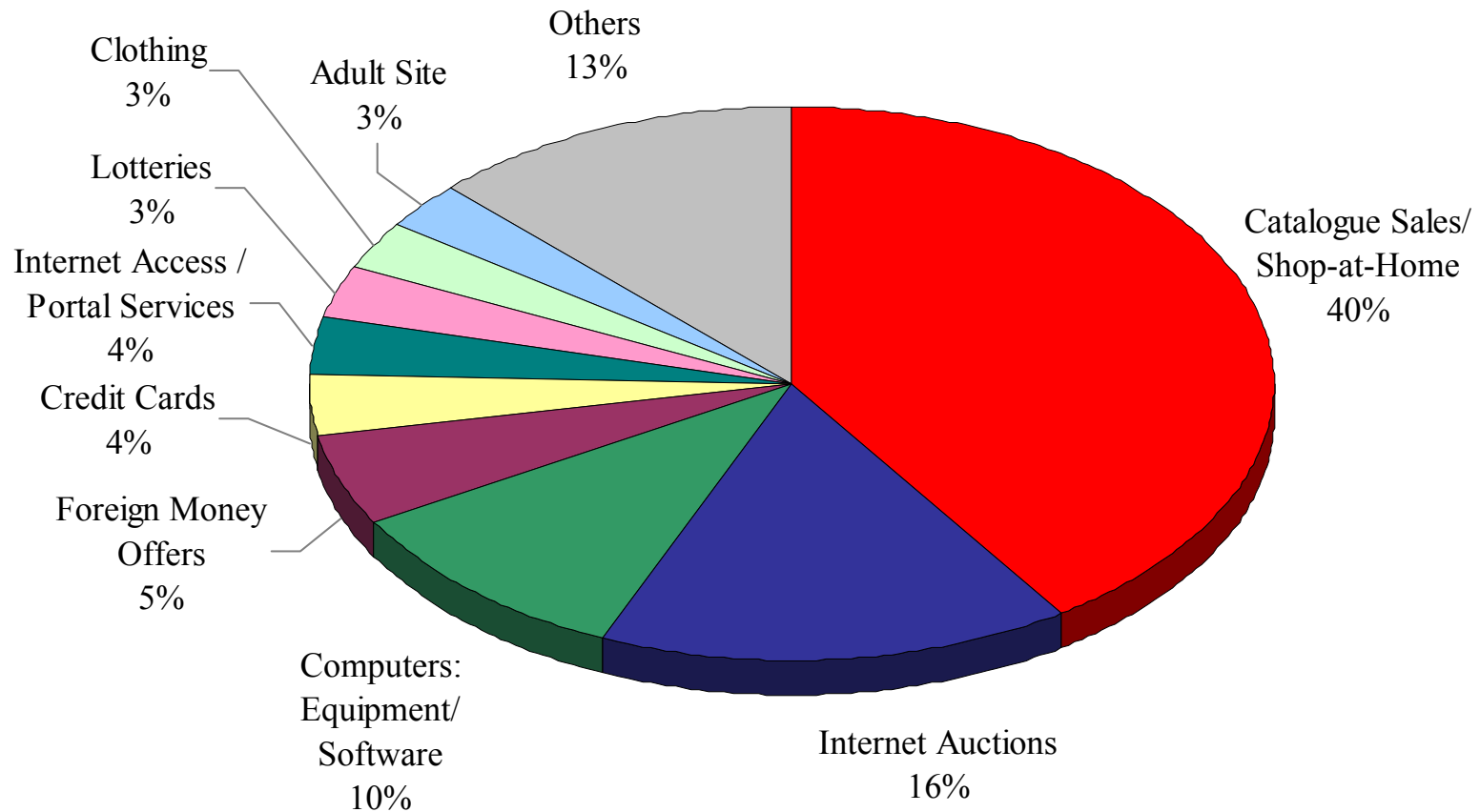




Econsumer Complaints
Top Products or Services by Complaint Count¹
January 1 – June 30, 2003

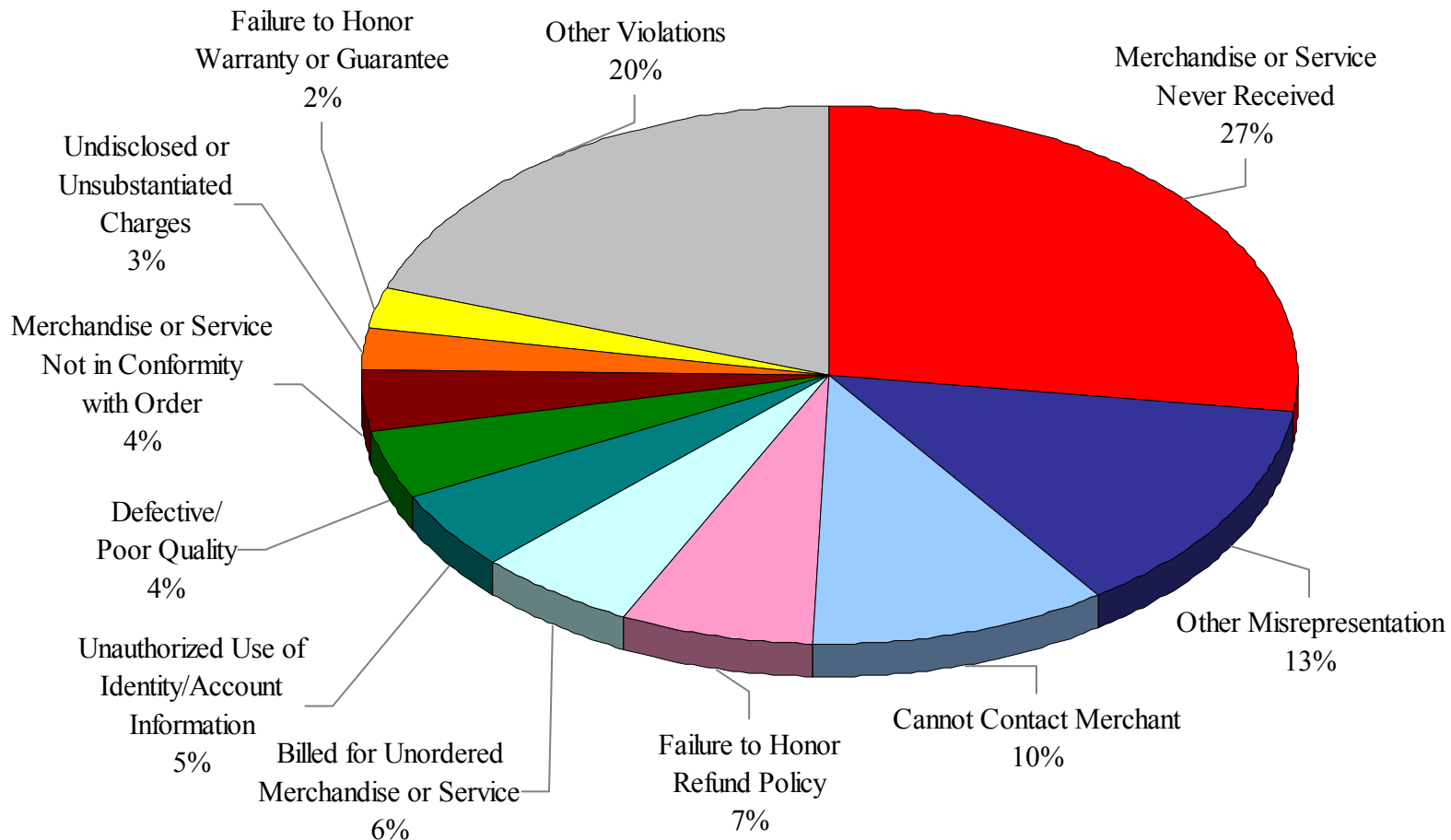


¹Percentages are based on the 2,167 econsumer complaints received from January 1 to June 30, 2003.



Econsumer Complaints Top Violations¹

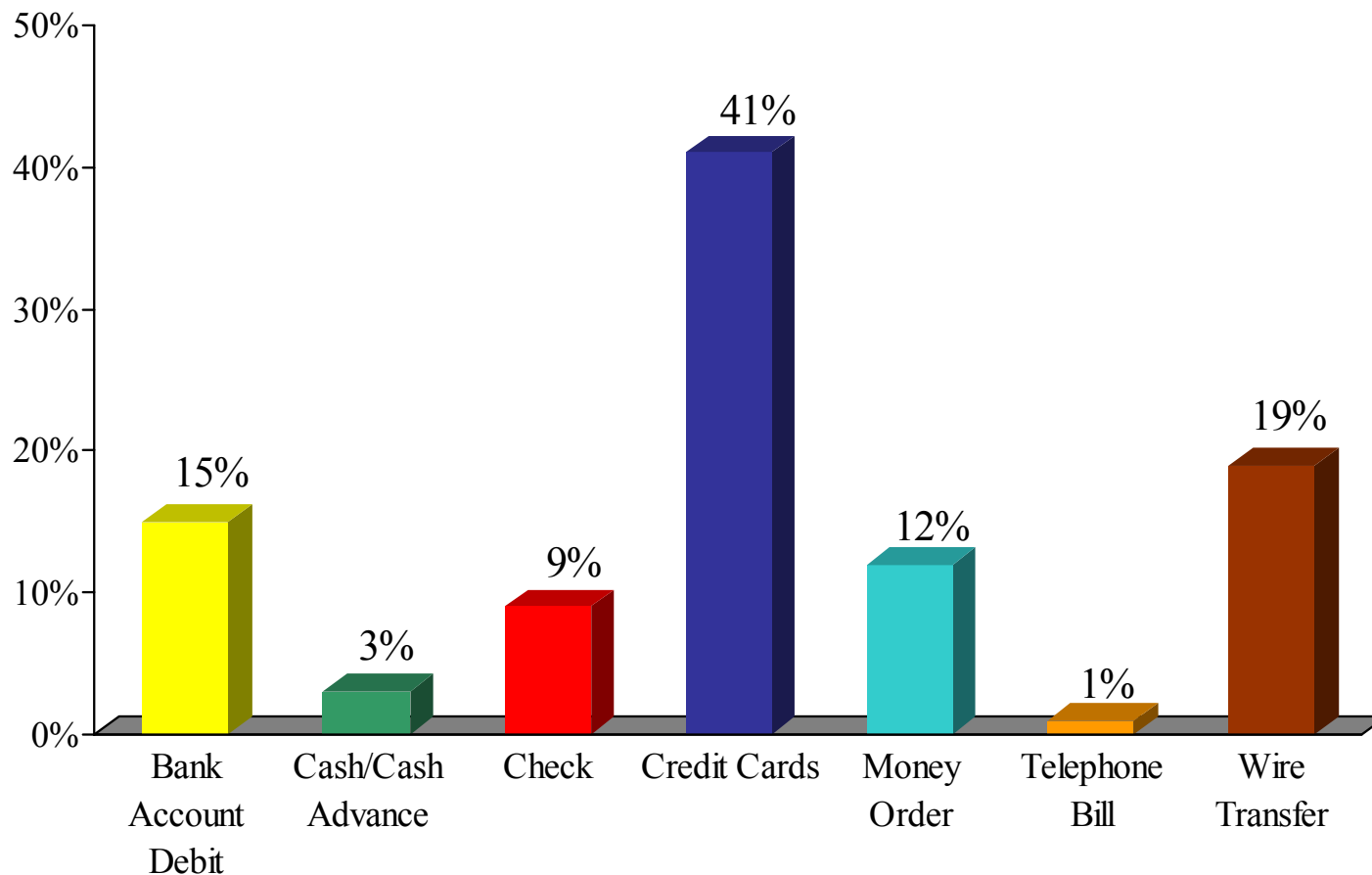
January 1 – June 30, 2003



¹Percentages are based on the 3,005 econsumer law violations reported from January 1 to June 30, 2003, NOT the total number of econsumer complaints. One complaint may have multiple law violations.



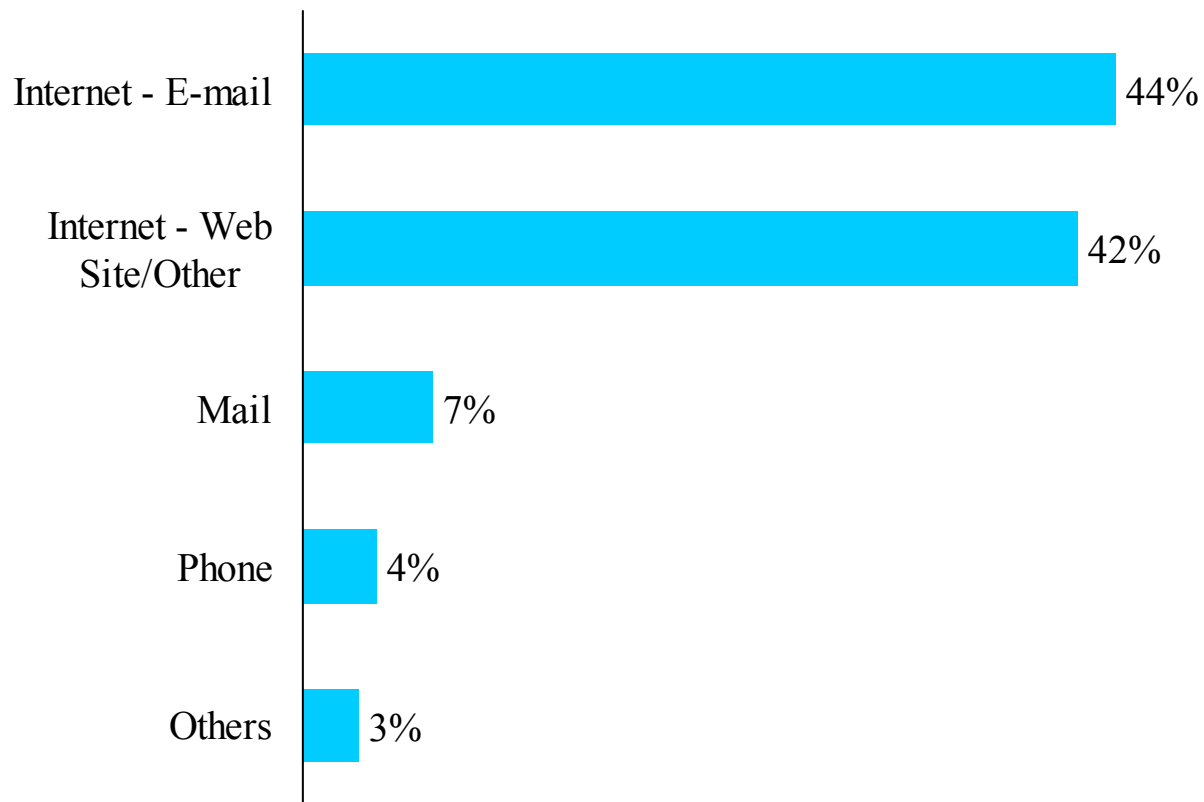
Econsumer Complaints
Consumers' Method of Payment¹
January 1 – June 30, 2003



¹Percentages are based on the 1,408 econsumer complaints from January 1 to June 30, 2003, where method of payment was reported by consumers. 65% of consumers reported this information.



Econsumer Complaints
Company's Method of Contacting Consumers¹
January 1 – June 30, 2003



¹Percentages are based on the 1,903 econsumer complaints from January 1 to June 30, 2003 where company's method of initial contact was reported by consumers. 88% of consumers reported this information.



Econsumer Complaints
Top Consumer and Company Locations
January 1 – June 30, 2003

Top Consumer Locations	Complaints
United States	1,540
United Kingdom	68
Canada	61
Australia	40
Belgium	17
France	14
Germany	13
India	11
Denmark	10
Singapore	10

Top Company Locations	Complaints
United States	577
United Kingdom	145
Nigeria	100
Canada	94
Spain	83
Netherlands	39
Italy	36
Australia	35
Germany	31
Switzerland	30